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PATENT 6-18-03
010284

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2161

In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR
COMMUNICATING WITH SERVICE
TECHNICIANS IN A TELECOMMUNICATIONS
SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

June 4, 2003

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Dear Commissioner:

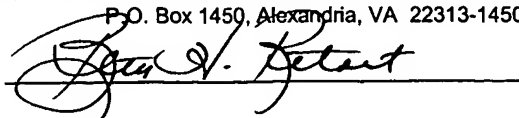
Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO/SB/08A *Information Disclosure Statement by Applicant* (Substitute for Form-1449A/PTO). Copies of the references cited therein are enclosed.

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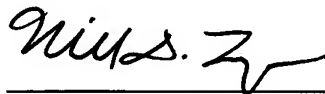
I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450



Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

While applicants believe that payment of a fee is not necessary in connection with this submission, authorization is given to charge Deposit Account No. 11-1110, should a fee be deemed necessary.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "M. D. Lazzara", written over a horizontal line.

Michael D. Lazzara
Registration No. 41,142

Attorney for Applicants

KIRKPATRICK & LOCKHART LLP
Henry W. Oliver Building
535 Smithfield Street
Pittsburgh, Pennsylvania 15222-2312
Telephone: (412) 355-8994
Facsimile: (412) 355-6501
E-mail: mlazzara@kl.com

